The Future of Digital Government

Measuring Success...
Charting The Next Course

A Presentation To The Information Technology Resource Management Council

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Conventional Wisdom Watch

The Bears	The Bulls
E-government is on life support.	Digital government is just getting interesting.
E-government is for the few, in just a few places.	Digital government is global, for everyone, everywhere.
E-government was a time in the sun for IT geeks & friends.	Digital government is a time in the sun for citizens …
Devastating revenue shortfalls: No bottom in sight.	Actual revenues better than estimates: May have found bottom.
Can't afford to: must protect conventional services.	Can't afford not to: cheaper channel for core functions.
Novelty gone. No more State of Union or Stump Speeches.	Novelty gone! A mainstream part of governing.
Been there, done that, got the website.	Web properties are never "done," move to function forward future.

A is for Adoption Rates

Fast Lane
Vehicle Emissions Information

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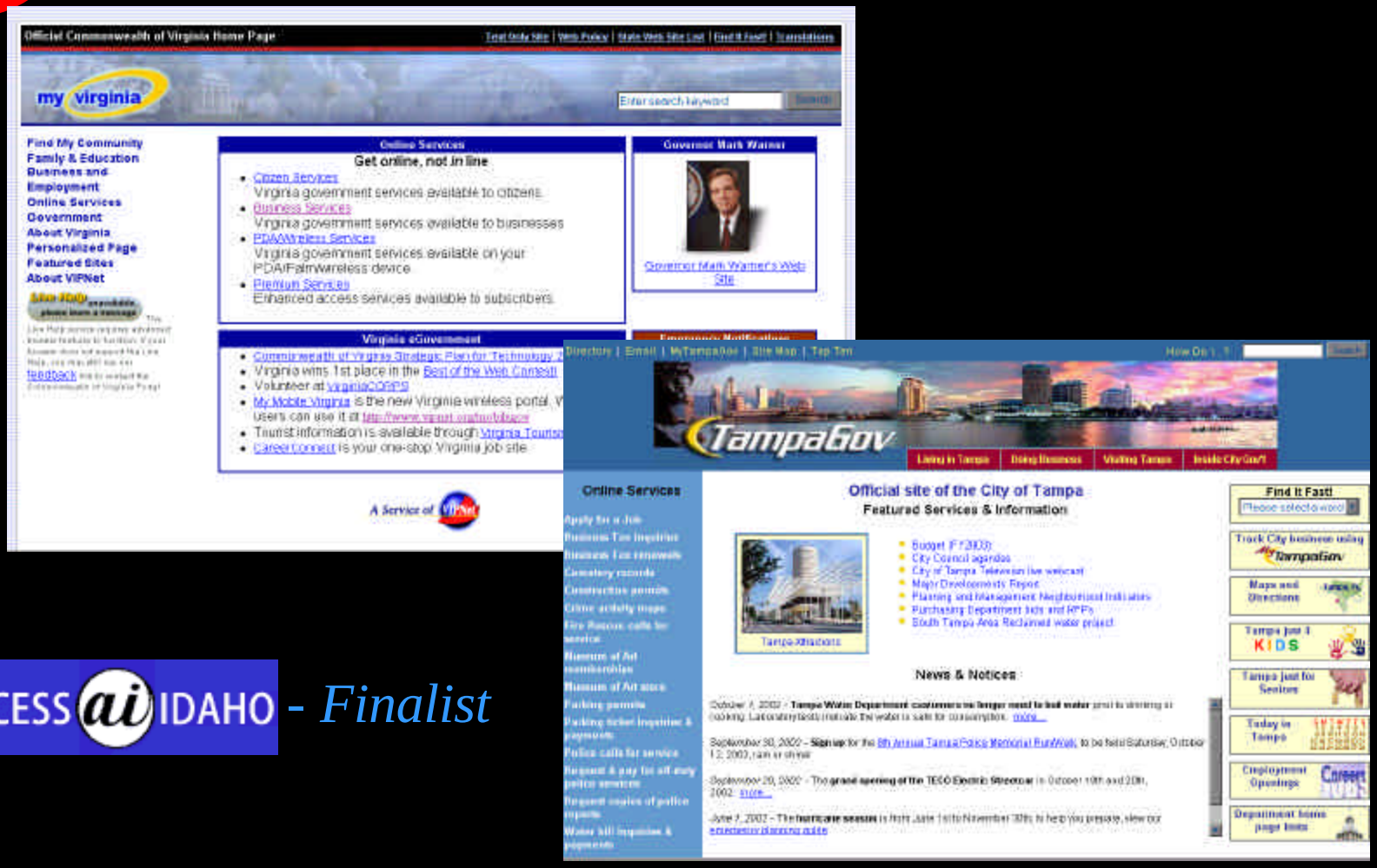
B Is for Best of The Web



ACCESS ai IDAHO - *Finalist*

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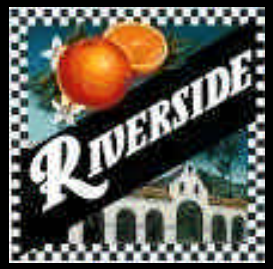
C

Is for Community Technology

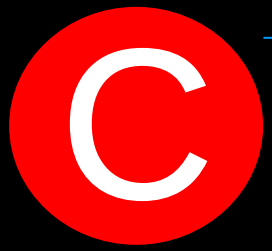
Atlanta



Riverside County

Houston

City of Houston
eGovernment center



is also for Digital Cities

250,000 +

Honolulu, Hawaii

Chicago, Illinois

Seattle, Washington

125,00-250,000

Plano, Texas

Des Moines, Iowa

75,000-125,000

Roanoke, Virginia

Boulder, Colorado

Cedar Rapids, Iowa

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is for the Digital Government Enterprise

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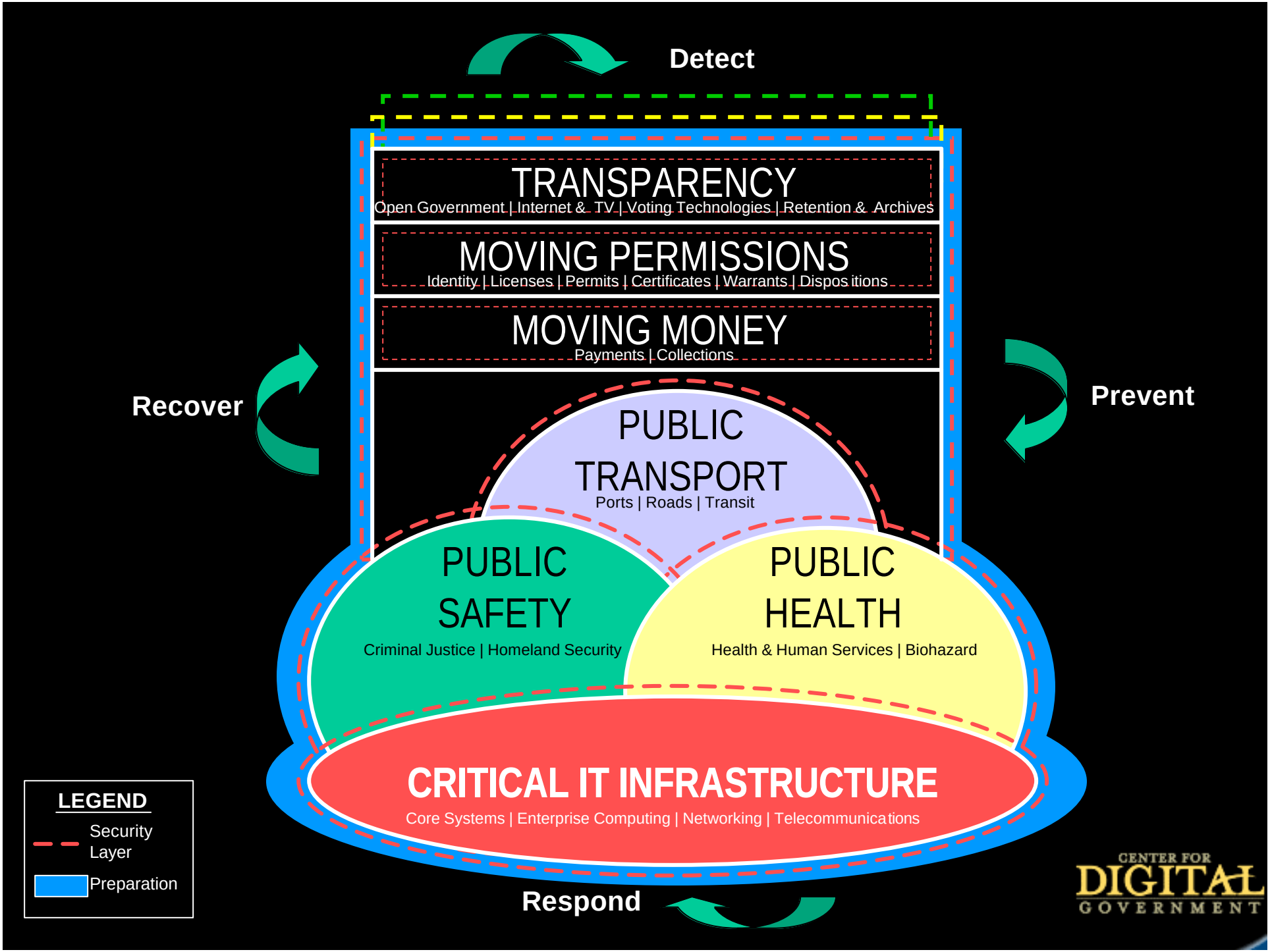
Detect
TRANSPARENCY
Open Government | Internet & TV | Voting Technologies | Retention & Archives
MOVING PERMISSIONS
Identity | Licenses | Permits | Certificates | Warrants | Dispositions
MOVING MONEY
Payments | Collections
Recover
Prevent
PUBLIC TRANSPORT
Ports | Roads | Transit
PUBLIC SAFETY
Criminal Justice | Homeland Security
PUBLIC HEALTH
Health & Human Services | Biohazard
CRITICAL IT INFRASTRUCTURE
Core Systems | Enterprise Computing | Networking | Telecommunications
Respond
LEGEND
Security Layer
Preparation
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E is for Economic Development

E is also for Digital Education

Maine: An Apple in Every Pot

36,000 laptops to 7th and 8th graders

Florida Virtual High School

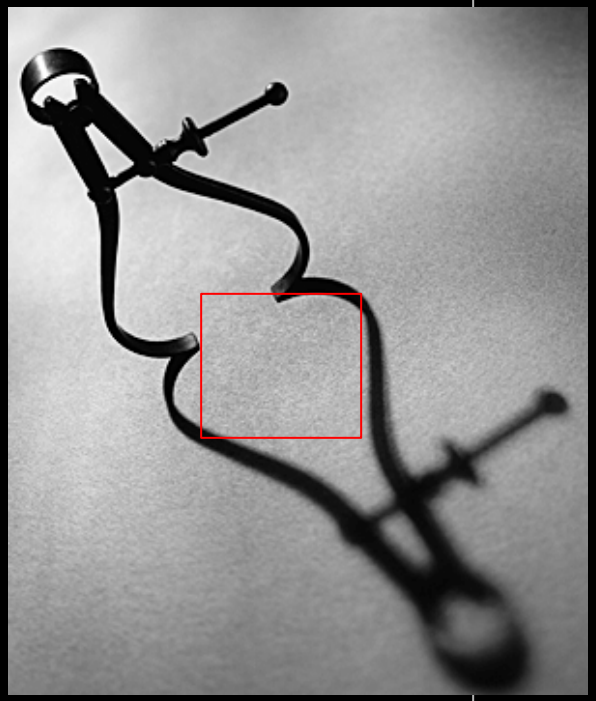
Florida Department of Education

Education Portals

F *is for funding*

*Information Age infrastructure.
*Taxing goods not services.
*Institutionalize Digital Government.
*New policies for the current age.

G is for .GOV architecture



IT Standards REDUX

Interoperability

Assumes a data sharing relationship among known trading partners.

Our stuff works with stuff like our stuff

Platform Agnosticism

Assumes not all trading partners are known, or can be anticipated.

Our stuff works with your stuff

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H *is for ...*

THE LAUNDRY LIST OF CHALLENGES AND OPPORTUNITIES

- ✓ Governance
- ✓ Reprioritizing budget allocations
- ✓ Across the Board Cuts vs. Targeted Closures
- ✓ Proving IT's ROI and the Digital Government dividend
- ✓ Centralization of IT Services
- ✓ Expanded Functionality & Aging Core Applications
- ✓ Standardization
- ✓ Consolidation of Agencies
- ✓ Outsourcing of All or Part of Core Functions
- ✓ Layoffs
- ✓ "Enterprise" and "Architecture" join the political lexicon
- ✓ Cross jurisdictional collaboration
- ✓ Portals challenged by third party channel providers

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is also for, you guessed it …

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HOMELAND SECURITY AS

Digital Government with National *Purpose*

"It's an entirely different kind of war, which means that we need to do an even better job of analyzing and processing all the information we pull down from a variety of sources."

- Tom Ridge, Director
US Office of Homeland Security

Functions of Homeland Security

Threat Assessment & Reduction

Counter Terrorism

Threat Response & Disaster Recovery

Information Infrastructure Security

Identity and Real-time Knowledge Management

- Identity Assurance, including smart cards, facial recognition, biometrics and validation through leveraging publicly available personal information
- Real-time Detection of Chemical, Biological and Radiological Agents
- Integrated Multi-agency, Multi-jurisdictional Criminal Justice Integration
- Disaster Recovery and Contingency Planning and Training

Surveillance & Monitoring

- Identity Assurance
- Data, audio, and video monitoring
- Intelligence and Information Sharing
- Data Relationship Analysis and Mapping
- Risk Management and Decision Support Tools

Place-based Resource Availability and Vulnerability

- Geographic information systems and intelligent mapping for identifying potential attack surfaces and coordinating responses if potential targets are ever hit
- Environmental Hazardous Material Management and Communication
- First Responder and Inter-Agency Collaboration Coordination Portals
- Victim/ Patient Care Triage and Management

Hardened Information Technology Infrastructure

- Enterprise-level Security Integration
- Application-level Security Integration
- User Identification, Authentication and Verification Systems
- Intrusion detection systems,
- High Availability Network Management
- Replicable and Redundant Storage Solutions

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I is for the Internet & American Life

Pew Internet & American Life

62% ... Check Weather

45% ... Buy a Product

38% ... Book Travel

15% ... Auction

48%-51% Government Information

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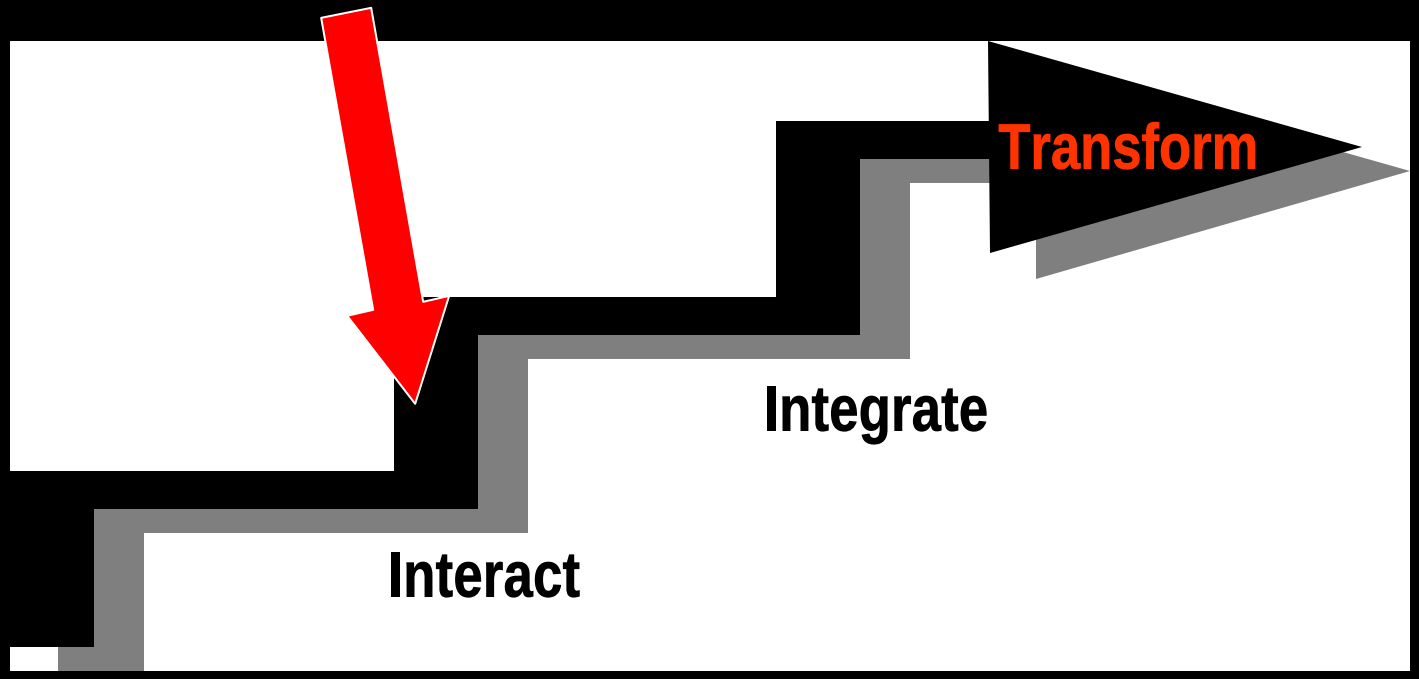
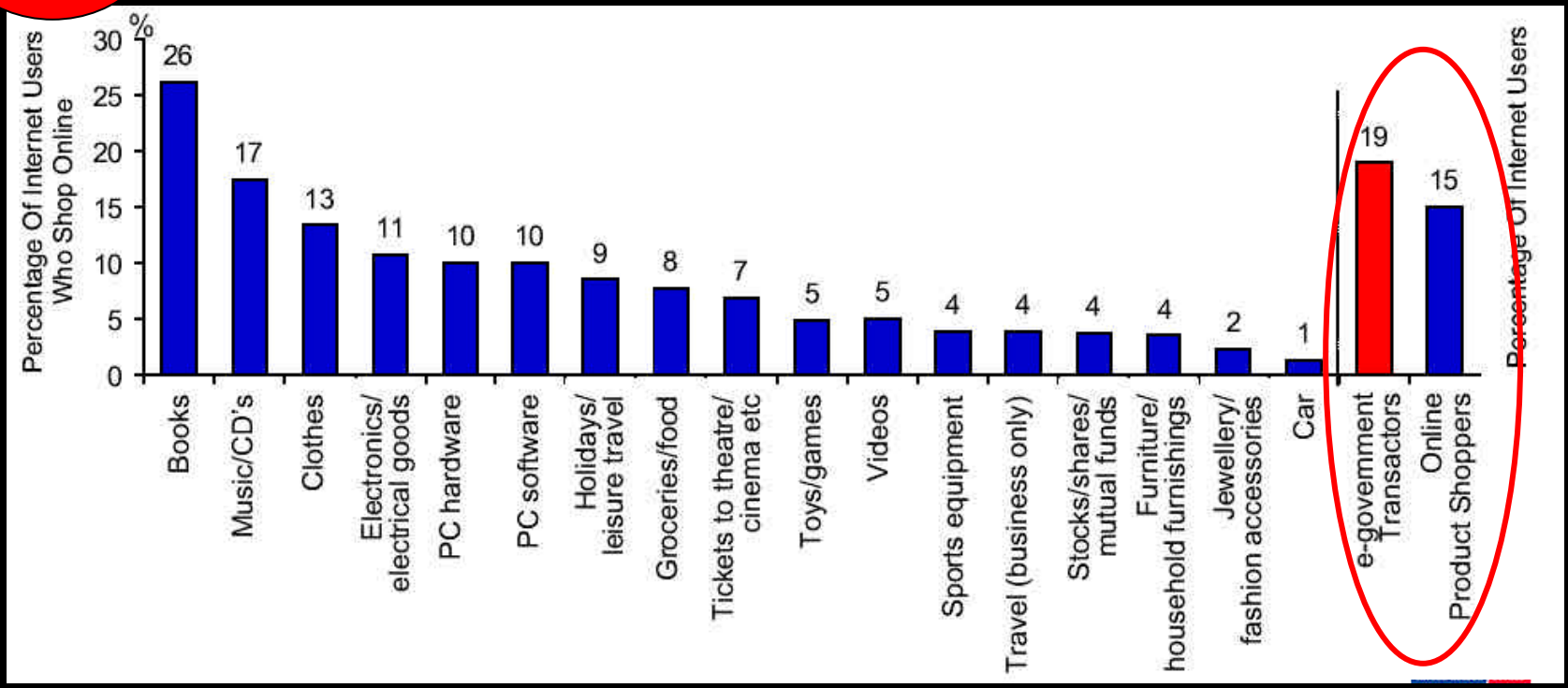
J is for the Journey

We are here



K is for Digital Government as the Killer Category

Global



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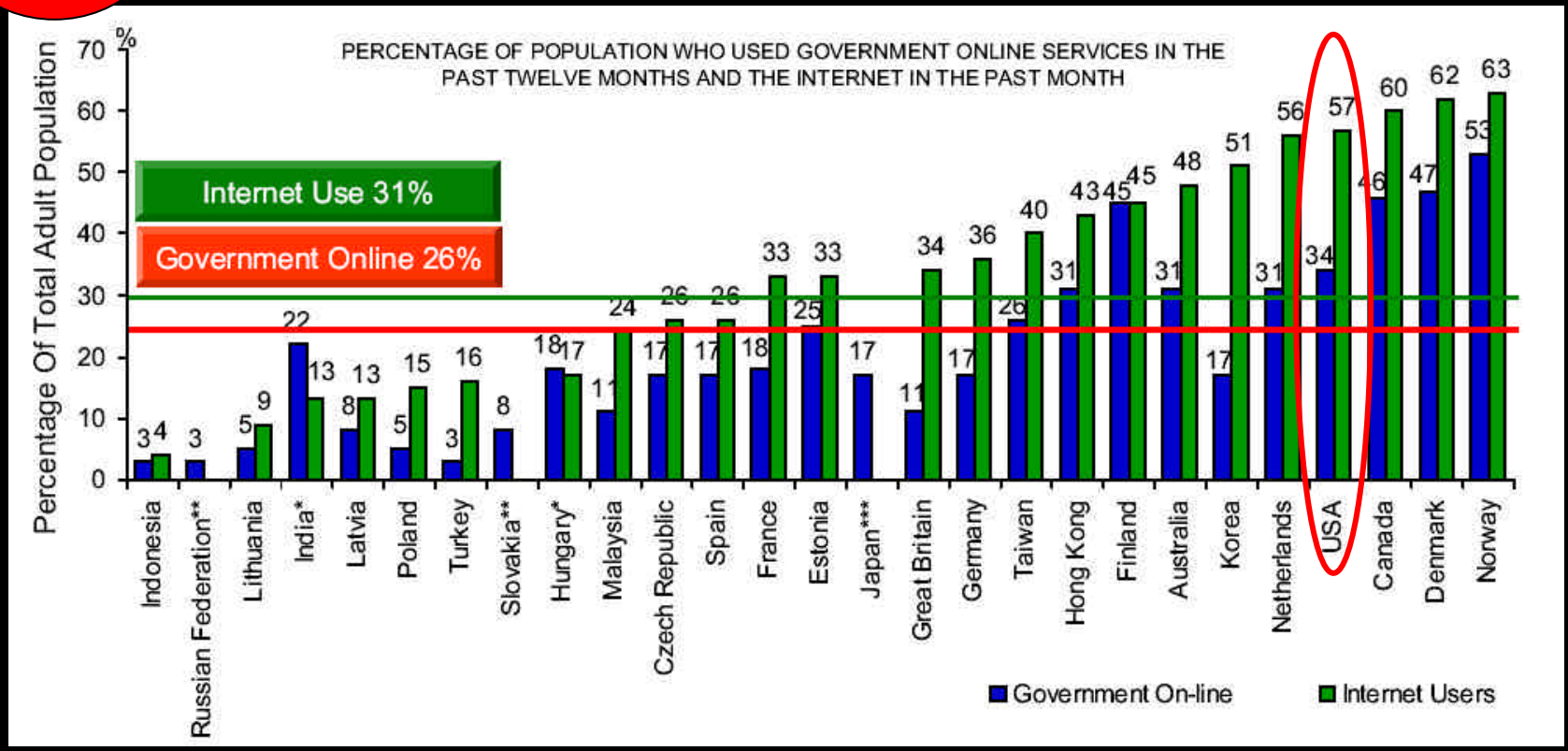
K is for Digital Government as the Killer Category

Global



Internet and Digital Government ADOPTION

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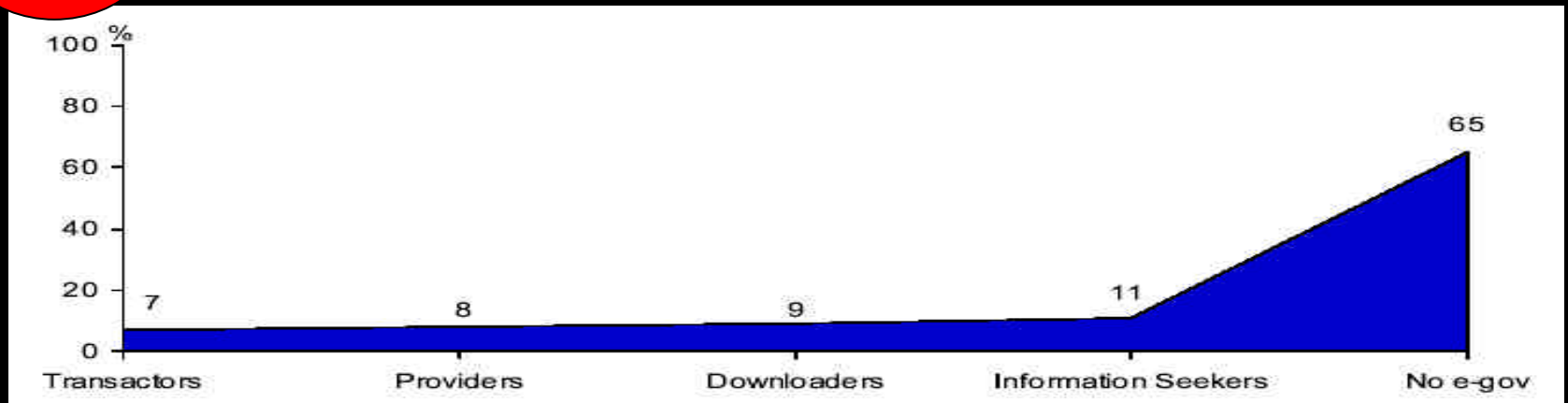
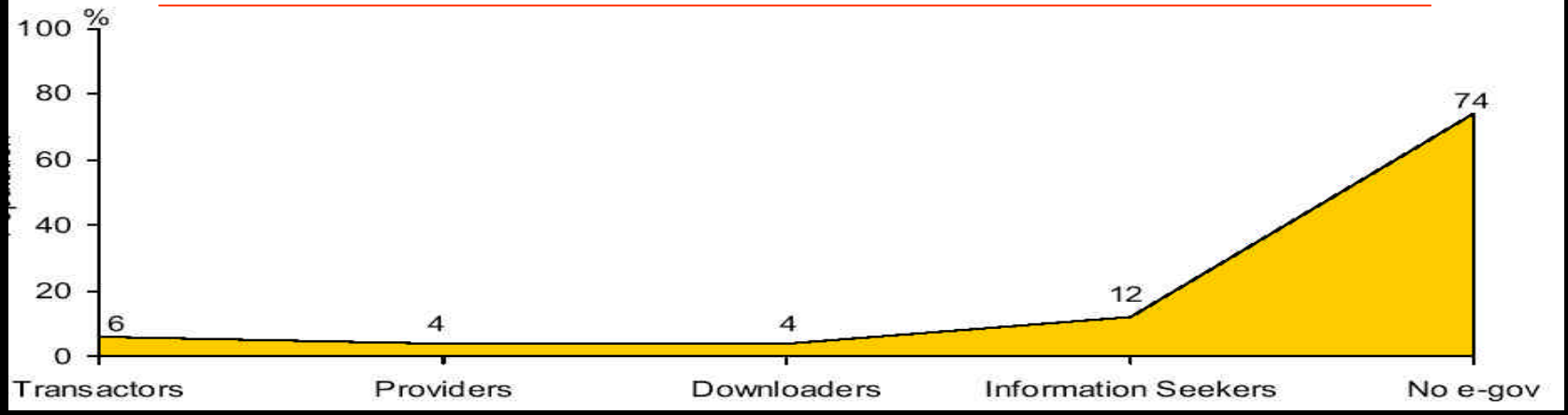
K is for Digital Government as the Killer Category

United States



Global



Adoption CURVE

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is for the Digital Legislature Award

Top 10 State Legislatures

1 Arizona
2 Louisiana
3 Connecticut
3 Kentucky
3 South Dakota
6 Michigan
6 Minnesota
8 South Carolina
8 Texas
10 Colorado
10 Idaho
10 Maryland
10 Washington

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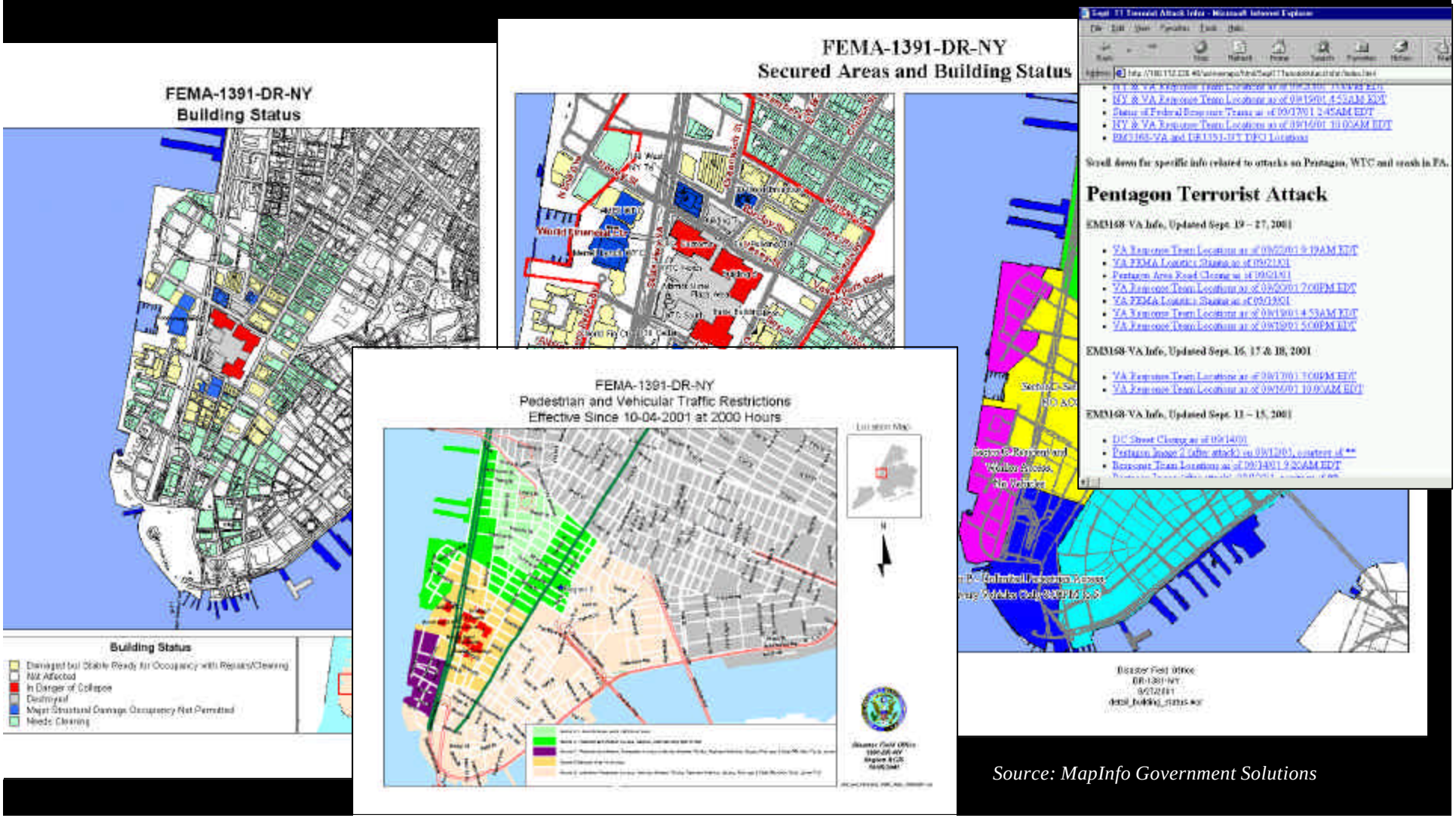
M is for Mapping as the GUI of Homeland Security

FEMA used data-driven intelligent mapping at Ground Zero (Manhattan) and The Pentagon



Source: MapInfo Government Solutions

N is for the New Face of Government

PricewaterhouseCoopers

Center for Digital Government

First Wave:
Brochureware; dressed up basic search engines.

Second Wave:
Advanced Search, enriched content, increased user control.

Third Wave:
Customization/ Regionalization, Dynamic Push, Data Interrogation

Fourth Wave:
iPayment Suite, 24/7 Customer Care, Secure Gateway

Fifth Wave:
Drives Enterprise Architecture Internally, Drives Traffic to Applications/ Services in a Non-exclusive Channel Environment

Only two choices with a wave – ride it, or end up under it

Source: PriceWaterhouseCoopers Endowment for the Business of Government, State Web Portals: Delivering and Financing E-Service, January 2002; Center for Digital Government, Best of Breed, 2001-2002.

O is for (Public) Opinion and Opportunities

THE COUNCIL FOR EXCELLENCE IN GOVERNMENT

The Hart-Teeter Poll

Digital Government will help with intelligence for Homeland Security	90%
Digital Government will improve ability of First Responders and Front Line Agencies	70%
Digital Government improves government operations and improve citizen and business interactions	64%
Government decision makers see benefit of Digital Government and want to move forward urgently	78%

Source: Hart-Teeter and Council for Excellence in Government, E-Government: To Connect, Protect, And Serve US,, 2002.

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O is for (Public) Opinion and Opportunities

Public Trust in Government	60-70%
Concerned that cyber-attacks could target critical infrastructure such as phone networks and power plants	74%
Concerned about Internet and computer security	70%
Complete faith in ability of the US government to prevent cyber-attacks against agencies	17%

Source: Information Technology Association of America (ITAA), "Keeping the faith: Government Information Security and Homeland Cyber Defense," November 2001.

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P is for People as Strategic Advantage

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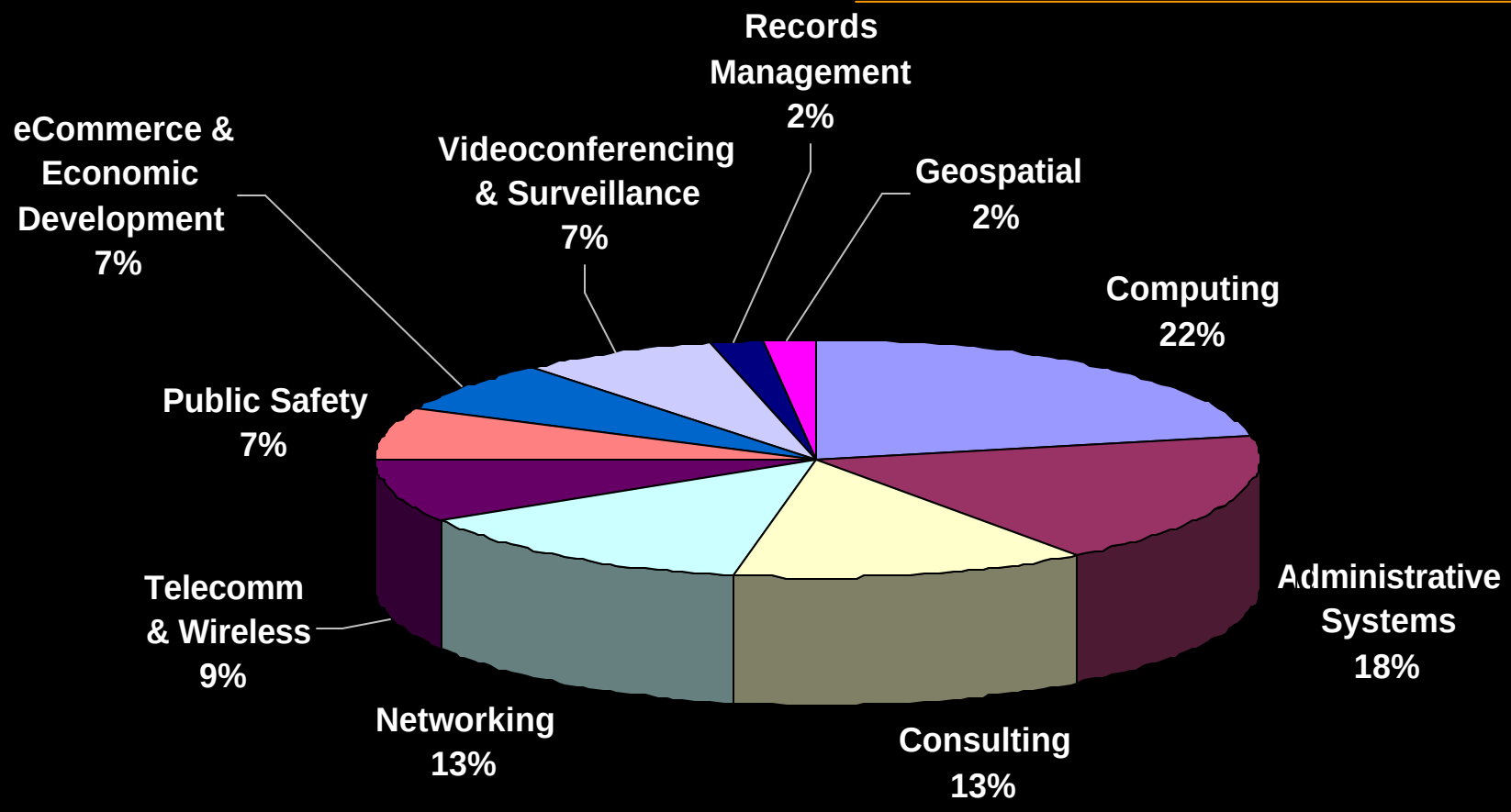
Q is for Quotes and Qualifications

Word on the Street

State & Local Technology RFP Watch
10,000+ released since January 1, 2002



Source: Center for Digital Government RFPWatch, September 2002.

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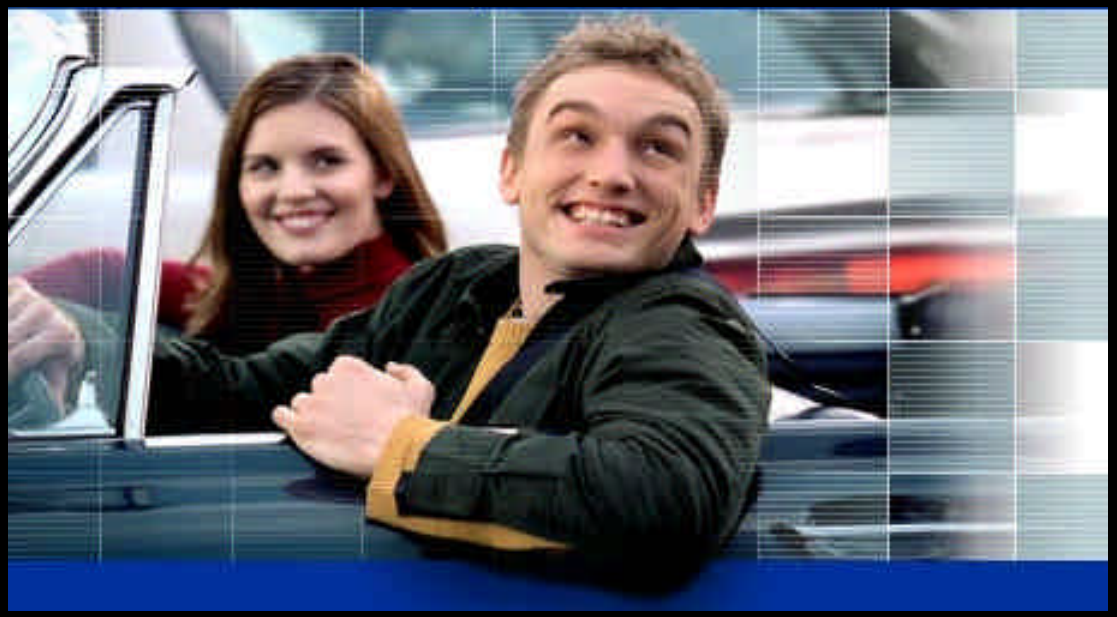
R is for Routine PC Replacement Cycles



Dude, where's my Dell?

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R is for Rural America

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S is also for Digital State

Illinois
Kansas
Washington
Maryland
Arizona
Maine
New Jersey
Utah
Ohio
Michigan

1-36-in-4

Source: Center for Digital Government and Progress and Freedom Foundation, 2001 Digital State and Digital State Results.

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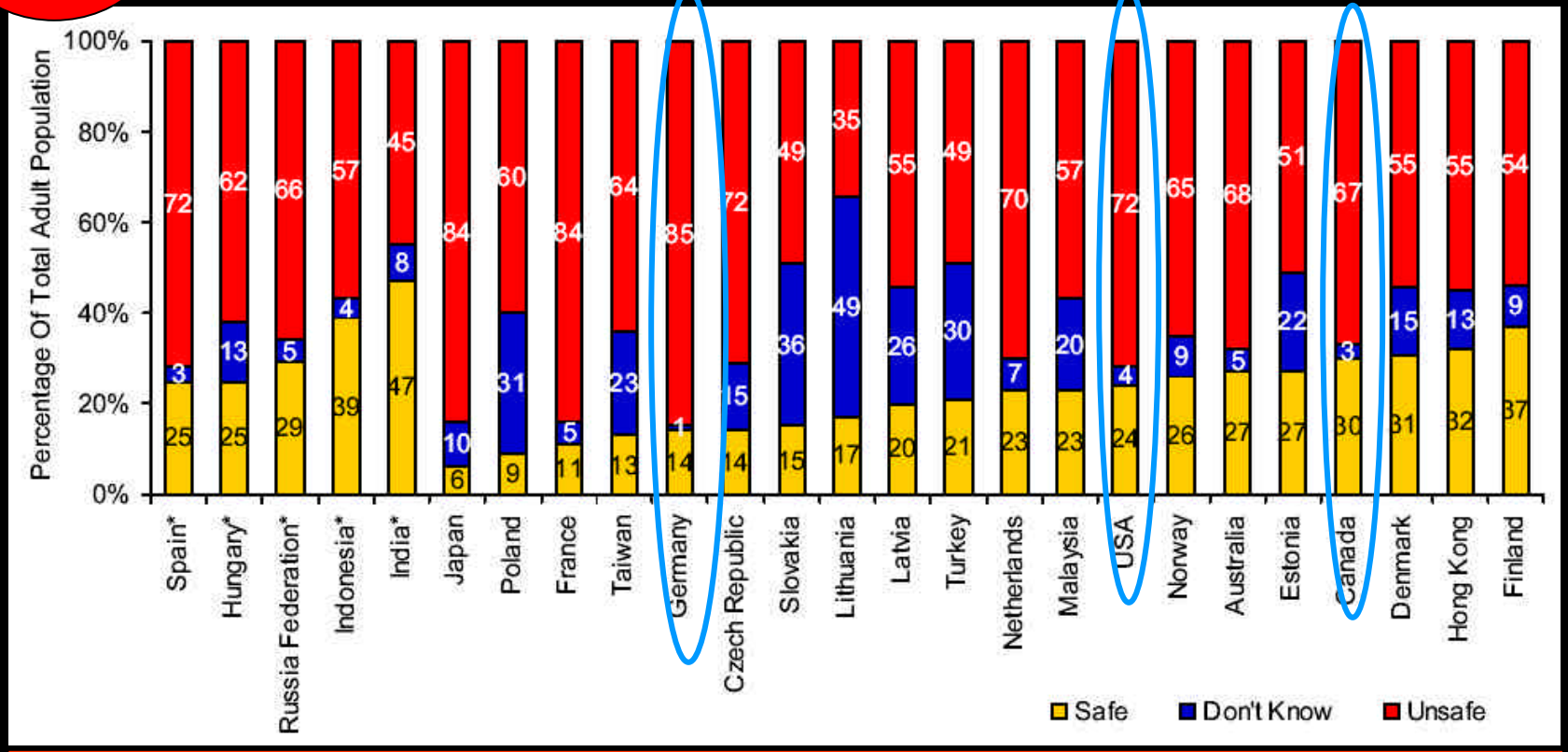
S is also for Security and Online Safety

Global



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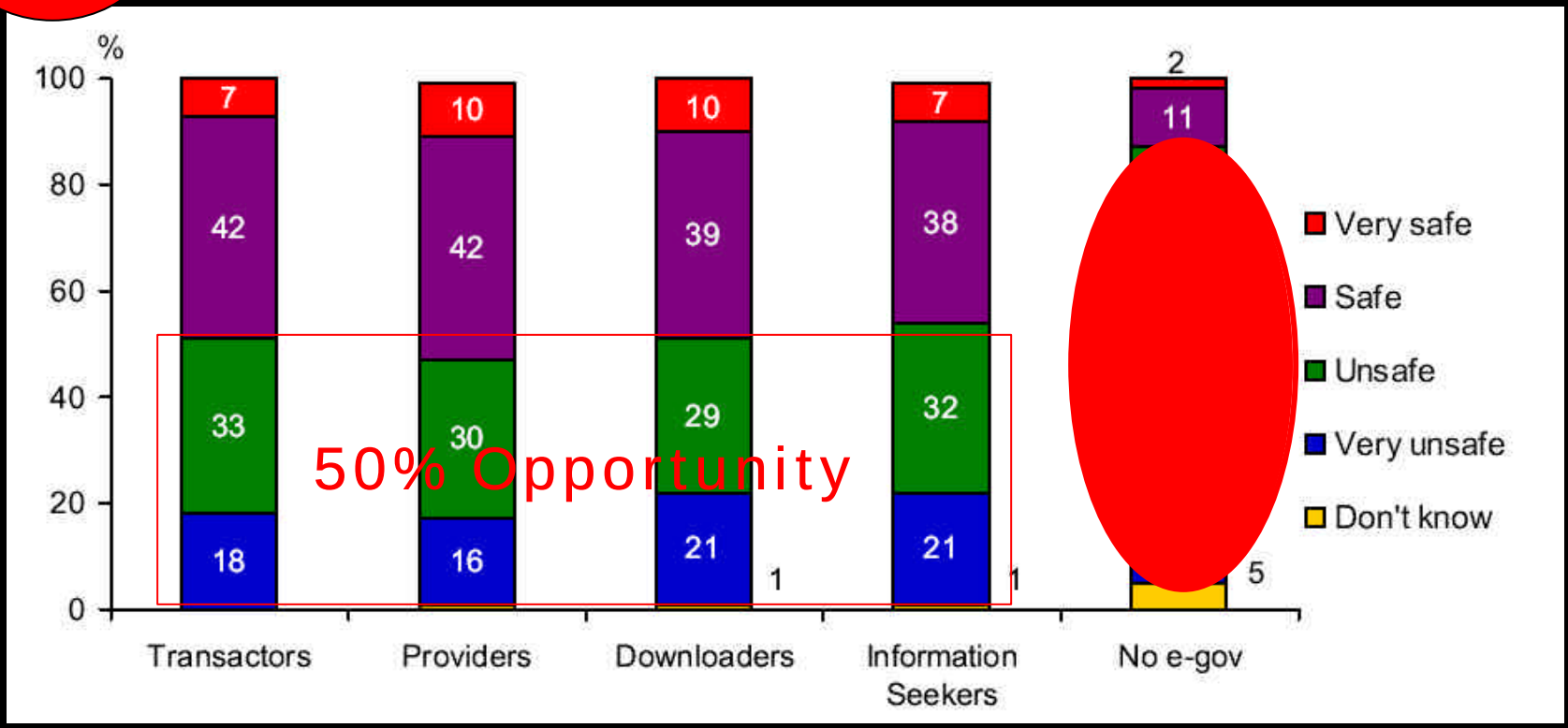
S is also for Safety as a barrier to adoption

United States



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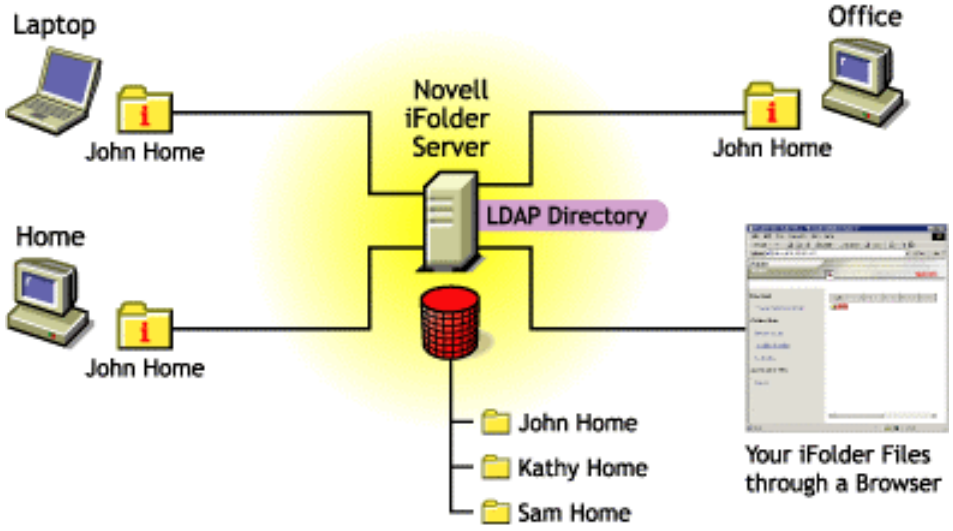
T is for Telework

ADOA
Arizona Department of Administration

Workplace Flexibility Initiative



✓900 employees now have robust high-speed, secure remote access to files from home via any Web browser, while increasing data integrity.

✓Collaboration tools synchronize changes and edits to files in real-time.

(April 27, 2002)

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U is for Digital Government as Universal Experience

Government in a Briefcase (Honolulu)

- ✓ Take it to farmers markets, retirement homes & city parks
- ✓ Laptop
- ✓ Printer
- ✓ Wireless modem
- ✓ 100 foot extension cord
- ✓ Cost per served citizen $67.00

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is for Voting

Electronic Voting

&

Online Voter Registration

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W is for Welcome Back to Innovation

Welcome Back to Digital Government

Back to Basics
Core Functions of Government

Stay Focused
Citizen and Trading Partner Experience

Take it Further
Maturity, Extended Functionality and Reach

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sometimes does not mark the spot

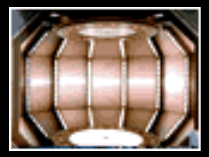
*Digital Government is…*BIGGER than

e·gov

Kaleil Isaza Tuzman's Excellent $60 Million Adventure

m·gov

The Big Nomadic Wireless, Mobility Play

x·gov 

The Next, New New Thing

[…not having to start over with each letter of the alphabet]

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Y is for the Yeoman service of Leaders

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Z is for Zero latency and the new seat of government

The state portal may be the only seat of government that many citizens ever know.

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The Portal as the New Seat of Government

Government Services *That Inspire*

Honouring history, anticipating the future

The capitol is the original public-sector portal.

As such, it is a useful standard bearer for those who are building 21st century government.

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The Portal as the New Seat of Government

One Government *Common Look and Feel*

Government Outposts that look, feel, and function in like manner – in service to the citizen

A Fair Hearing *Petitioning the Government*

Digital Docents: A timely response and a hope of favorable resolution

Form & Function of Trust *Confronting Security & Privacy*

Doing business securely in the sometimes dangerous place called the Internet

The Big Closed Door No More *24/7 Citizen Care*

"Wow, I never knew government could act like this"

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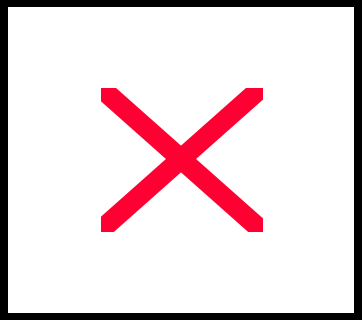

The Portal as the New Seat of Government

It is sobering to walk the halls of state capitols. The architecture, the statuary, the inscriptions all reflect the aspirations of the people who dared to carve their values and dreams into stone.

The permanence, the elegance and the grandeur of these public spaces may point out a faulty design assumption in much of what has been built in the government Internet space to date – we dream too small.

Digital Government is…

Government for the 21st Century

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